

# Hertfordshire County Council Job Outline



**JOB TITLE:** Personal Adviser  
**GRADE:** H8  
**REPORTS TO:** IAG Practice Manager or Senior Personal Adviser  
**TEAM:** Services for Young People  
**DEPARTMENT:** Children's Services

## **Purpose of the Job**

To ensure that the needs of clients are met so that they are able and motivated to engage in mainstream education, training, work opportunities and constructive activities that lead to a successful transition to adult life.

To achieve the targets of Services for Young People teams in a range of settings including Primary Schools, Secondary Schools, Colleges, community venues, employer premises and other environments as required.

## **Main Areas of Responsibility**

Deliver high quality Careers Education, Information, Advice and Guidance (CEIAG) to clients who are in learning and NEET.

Work with young people's family members/carers and others, with young people's agreement, to enable them to contribute to maximising the young person's potential.

Work to agreed targets including NEET prevention and reduction; monitoring the progress of clients on your caseload through regular review, recording data on relevant management information systems to appropriate timescales and standards, producing reports and correspondence as required.

Engage effectively with young people and provide support for an allocated caseload. You will need to have the ability to identify and support young people to address the barriers they face including personal development, learning and work.

Engage effectively in multi-agency working to develop collaborative relationships with relevant staff in a range of agencies including schools and colleges to achieve the targets of Services for Young People including brokering and co-ordinating support for young people where appropriate.

Actively participate in the Performance Management and Development process to meet agreed quality standards.

Participate in the development of Services for Young People by contributing to working groups, reviewing and revising policies and procedures, attending staff meetings and training events.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

### **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

### **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

### **Equality and Diversity**

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on [hertfordshire.gov.uk](http://hertfordshire.gov.uk), on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

- Have a relevant qualification such as: Diploma in Careers Guidance parts 1 and 2; QCG and or Level 6 in Advice and Guidance with evidence of relevant continuing professional development and the ability to put learning into practice.
- Successful experience of engaging with a wide range of young people including those who face barriers to progression in learning to provide sustained support through 1 to 1 and/or group situations; and of working independently in emotionally demanding circumstances.
- Ability to communicate and negotiate effectively both verbally and in writing with young people, adults and other agencies.
- An understanding of the issues facing young people, a commitment to equality and diversity and the ability to challenge stereotyping and advocate on behalf of young people.
- Ability to assess, prioritise, plan and review with young people and partner agencies and to collate and record accurate relevant information that enables an assessment of need and ongoing monitoring and evaluation.
- Ability to work flexibly and pro-actively using own initiative and to travel independently at all times across the district / area and County.